

# Interview Protocol

**Research Topic:** Implementation of the Performance Management Program in Public Organizations in Brazil.

## Research Questions:

RQ1 - What are the main challenges faced by employees of a public organization that joined the Performance Management Program (PMP)?

RQ2 - How does the adoption of the Performance Management Program (PMP) impact the performance of employees?

RQ3 - How does the adoption of the Performance Management Program (PMP) impact the motivation of employees?

**Objective:** Collect participants' impressions regarding the Performance Management Program: challenges, strengths, weaknesses, opportunities for improvement, etc.

**Interviewee Profile:** Employees of public organizations, holding managerial or technical positions or not they hold management positions.

**Estimated Duration:** 30/40 minutes

## Structure of Interview Questions

### 1. Introduction:

- A. Interviewer introduction
- B. Explanation of the research goals
- C. Emphasis on confidentiality assurance
- D. Obtaining the signed Consent Form

### 2. Interviewee Identification:

- A. Time in the Organization
- B. Job role
- C. If you are in a management position
- D. Academic background
- E. Age
- F. Gender

### 3. Implementation of PMP:

- A. Introduction to PMP:

*"The Performance Management Program is a driver of institutional performance improvement in public service, focusing on the connection between participants' work, unit deliverables, and organizational strategies. It is a management tool that*

*shifts the public service logic by replacing the traditional attendance sheet with a focus on deliverables and organizational strategies."*

- B. Was the PMP implemented in your team? When?
- C. Did you participate in the development of your Unit's Deliverables Plan? How?
- D. Did you face any difficulties in preparing your Individual Activity Plan?
- E. What are the main benefits you have experienced in your work routine since PMP implementation?
- F. What were the main challenges you faced during the implementation of PMP?
- G. How do you think these challenges could be mitigated?

#### **4. Success in PMP Implementation:**

- A. Do you think the implementation of PMP was successful in your team/coordination?
- B. What adjustments would you make to achieve better results with PMP in your team/coordination?
- C. In your opinion, what are the critical success factors for a Performance Management Program?

#### **5. Impact of PMP Implementation:**

- A. How has PMP implementation changed your work routine?
- B. In your opinion, what impact has PMP had on your job performance? Can you provide examples?
- C. Did you feel the need to develop new skills with PMP implementation? Which ones?
- D. How do you track your team's progress?
- E. What improvements would you suggest for this monitoring mechanism?
- F. How do you track your progress?
- G. Do you have suggestions for improving this tracking format?
- H. Do you follow any guidelines when defining your tasks? Would you like a support guide?

#### **6. Conclusion:**

- A. Thanks to the interviewee
- B. Would you like to add any comments?